

TITLE: Change to – Interactive Ordering System for Food Service Utilizing Interactive Personalities in the Form of Animated Characters

CLAIMS: Cancel all claims of record and substitute new claims 13 to 24 as follows:

13: A method for electronically communicating product information to customers, accepting, and processing orders for food service related products utilizing interactive personalities in the form of animated characters that interact graphically and by audio with users such as customers and employees and help to prompt said users through ordering and order processing, comprising the steps of:

- (a) providing a first means for displaying said interactive personalities,
- (b) providing a second means for the customer to interact with said system by inputting responses to product options presented to said user on said display means,
- (c) providing a third means for said system to respond to input of said user,
- (d) providing a fourth means of payment input so that said customer can pay for their order,
- (e) providing a fifth means for said system to process said payment,
- (f) providing a sixth means for said system to acknowledge receipt of said customer's payment and complete the method of transaction,

whereby said customer will be able to complete an entire order and transaction quickly and easily without the assistance of a human employee by interacting with said interactive personality.

14: The method of Claim 13 wherein said user of said system interacts with said system by touching items on a means for accepting physical interaction, which could include touching the screen and typing on a keyboard.

15: The method of Claim 13 wherein said user of said system interacts with said system by voice commands that are processed using a means for voice recognition.

16. The method of Claim 13 wherein said interactive personality of said system is displayed as an animated cartoon figure.

17. The method of Claim 13 wherein said interactive personality of said system is displayed as a video clip of a person.

18. The method of Claim 13 wherein said interactive personality of said system utilizes a means of artificial intelligence to interact with the customer.

19. A device for electronically communicating product information to customers, accepting, and processing orders for food service related products utilizing interactive personalities in the form of animated characters that interact graphically and by audio with users such as customers and

employees and help to prompt said users through ordering and order processing, comprising the steps of:

- (a) providing a system that includes said interactive personalities,
- (b) providing a first means for displaying said interactive personalities that allow said user to interact with said system by inputting responses to product options presented to said user on said display device,
- (c) providing a second means for said system to respond to input of said user,
- (d) providing a third means for said system that accepts payment input so that said customer can pay for their order,
- (e) providing a fourth means for said system to process said payment,
- (f) providing a fifth means for said system to acknowledge receipt of said customer's payment and complete the method of transaction,

whereby said customer will be able to complete an entire order and transaction quickly and easily without the assistance of a human employee by interacting with said interactive personalities.

20. The device of Claim 19 wherein said user of said system interacts with said system by touching items on a device that accepts physical interaction, which could include touching said screen and typing on a keyboard.